



WANTED -

RESIDENT INSPECTORS!

New Charter Housing Trust already involve residents in a mystery shopping project. However, like many other housing organisations we are now planning to move the scheme forward and develop Resident Inspectors.

What is a Resident Inspector?

Resident inspectors are involved in a range of initiatives that act as reality checks on the quality of services that the landlord is providing. This can include visiting estates and empty properties, checking how complaints have been dealt with from the start of the process through to the conclusion, interviewing other tenants to see how they have experienced the service as well as mystery shopping.

What are the Benefits?

Resident Inspection projects are designed to ultimately improve service delivery, to benefit the organisation, staff and residents. The focus is not always about what's going wrong it is also to identify what we're doing well. Tenants involved in inspection projects find that the experience can be very empowering. The training, skills and confidence that the inspectors gain can also assist them into employment.

What do Resident Inspectors do?

Resident Inspectors undertake a series of agreed tasks to monitor customers service. Some of the methods used include interviewing other residents and staff, researching information, running focus groups and carrying out mystery shopping. They then report back on their experiences in a detailed and objective way. They may also be involved in helping to identify the areas to inspect, and report their findings to the relevant Resident Involvement Group and senior managers within New Charter.

How will New Charter Housing Trust develop the project?

New Charter Housing Trust will be supported throughout the project by TPAS (Tenant Participation Advisory Service) who have considerable experience in working with organisations in these schemes.

Inspectors will need to attend a two day training programme that will cover such things as what the job entails and the commitment required as well as developing skills that they need. They will also be asked to sign a declaration and code of conduct saying that they agree to act professionally, uphold confidentiality and data protection and treat everyone fairly. Inspectors will have a dedicated Tenant Participation officer to support them throughout each project.

It's not about catching us out!!

This is all about obtaining feedback to help develop and improve the services that we provide to you.

If you would like to be considered to train as a 'Resident Inspector' or have any further questions please contact Louise Heenan, Tenant Participation Manager on 0161 331 2400, or email, tpteam@newcharter.co.uk.

